Occupier Services | Workplace Advisory

Global Insights

How New Work Experiences are Shaping the Future

The global workforce is adapting to working from home. Learn more about what organizations can do to support distributed work experiences by exploring a comparison of our global surveys conducted in the Spring (March) and Fall (September) of 2020.

Survey Overview

2,400+
Responses

61
Countries

Geographic Breakdown

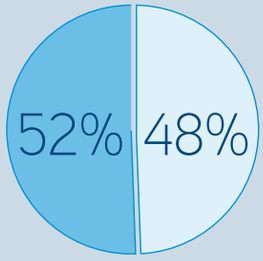
Size of Company

42%
N. AMERICA

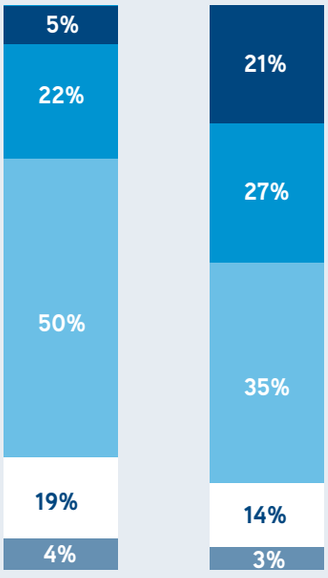
21%
LATAM

23%
EMEA

14%
APAC



Medium/Large >500 employees vs Small <500 employees



Productivity

Employees feel their productivity continues to be high when they WFH.

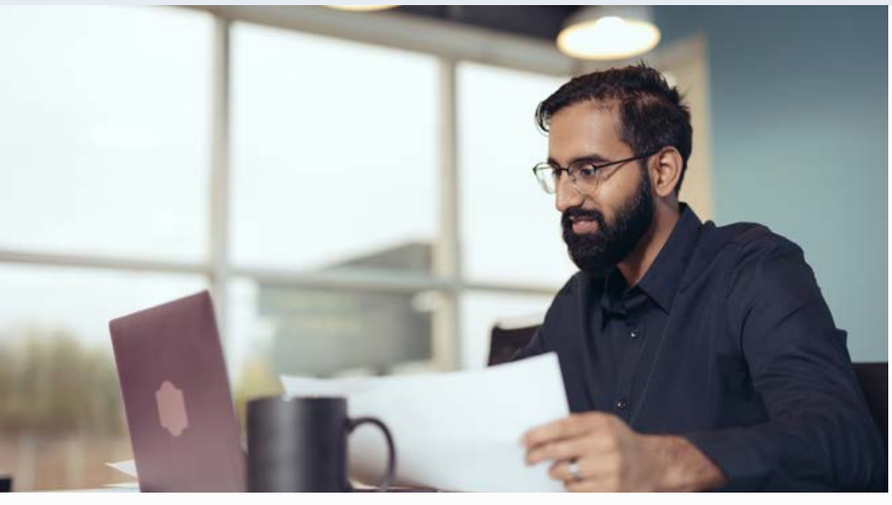
48%

reported increased productivity when WFH, nearly twice as many as in March.

Managers agree.

81%

feel their own productivity is the same or increased while WFH.

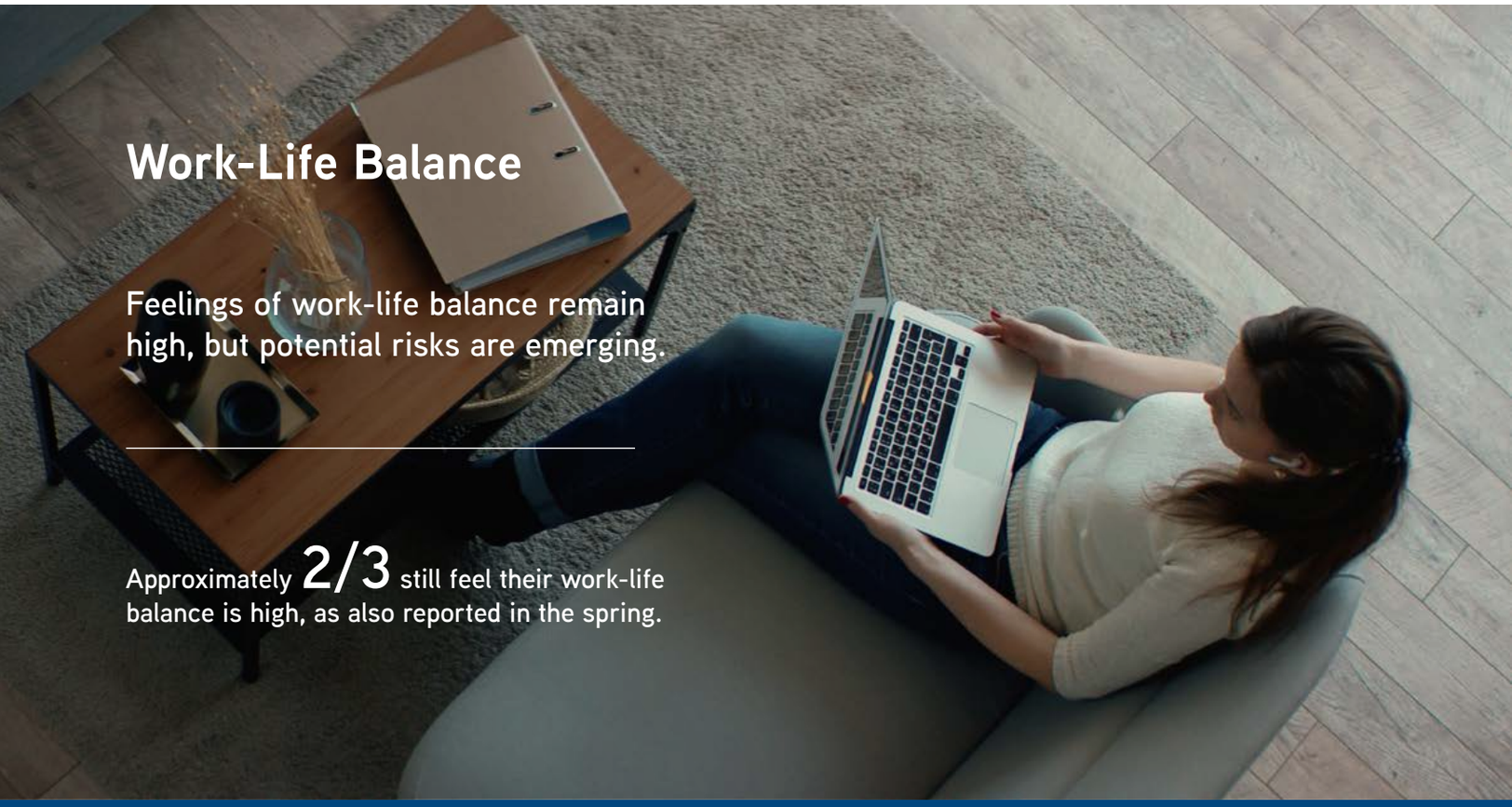


Top 3 reasons
cited for increased productivity when WFH:

68% are able to control distractions the same or better at home versus the office

83% feel their individual work can be accomplished the same or better at home versus the office

76% feel they are equally or more creative at home versus the office

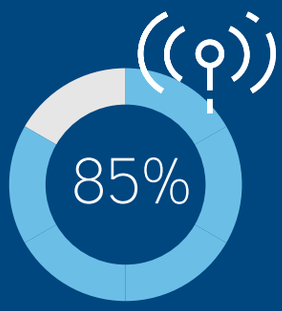


Work-Life Balance

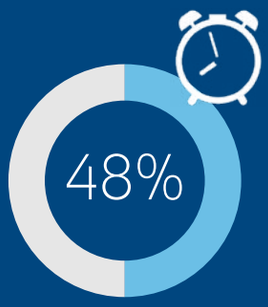
Feelings of work-life balance remain high, but potential risks are emerging.

Approximately **2/3** still feel their work-life balance is high, as also reported in the spring.

Top 2 cited risks disrupting work-life balance:



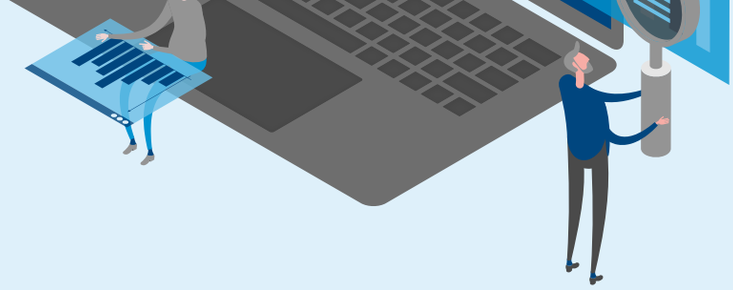
85% feel a greater need to be available online



Nearly 50% reported working more hours

Management

Employees still feel that they are being effectively managed remotely,



but managers have concerns.

Top 2 cited challenges facing managers:

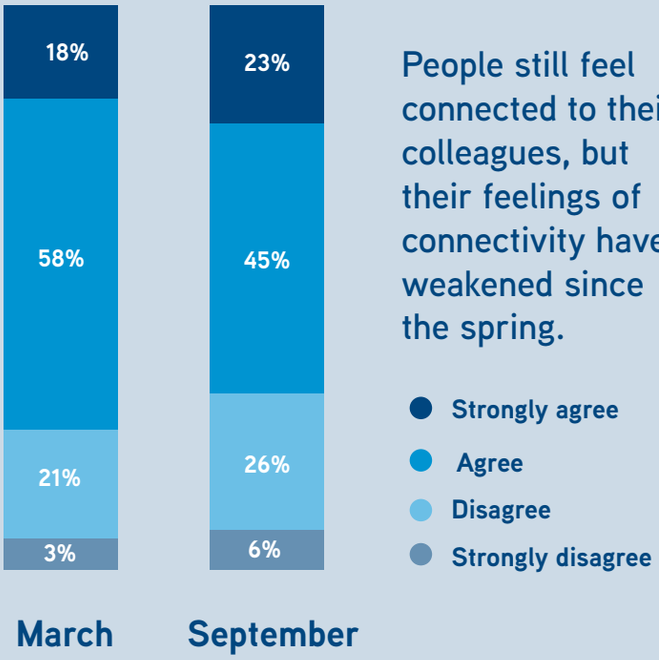
Building team cohesion

47% of managers believe it's hard to unite their team

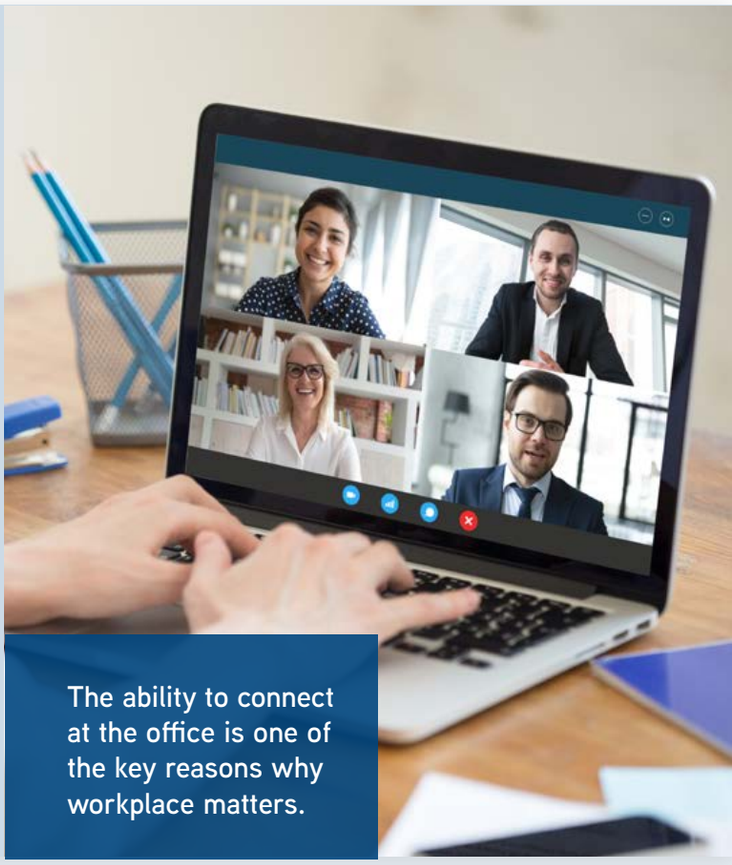
On-boarding new hires

51% of managers feel challenged bringing on new employees

Connectivity



People still feel connected to their colleagues, but their feelings of connectivity have weakened since the spring.



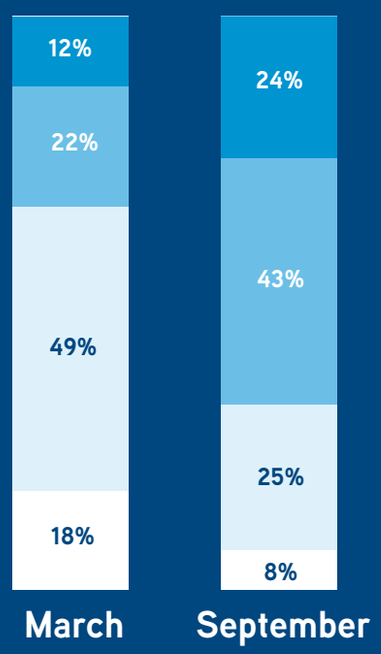
The ability to connect at the office is one of the key reasons why workplace matters.

Top **3 things** people miss most about working in the office:

Maintaining and building relationships with colleagues

Impromptu conversations

Separation of work life and home life

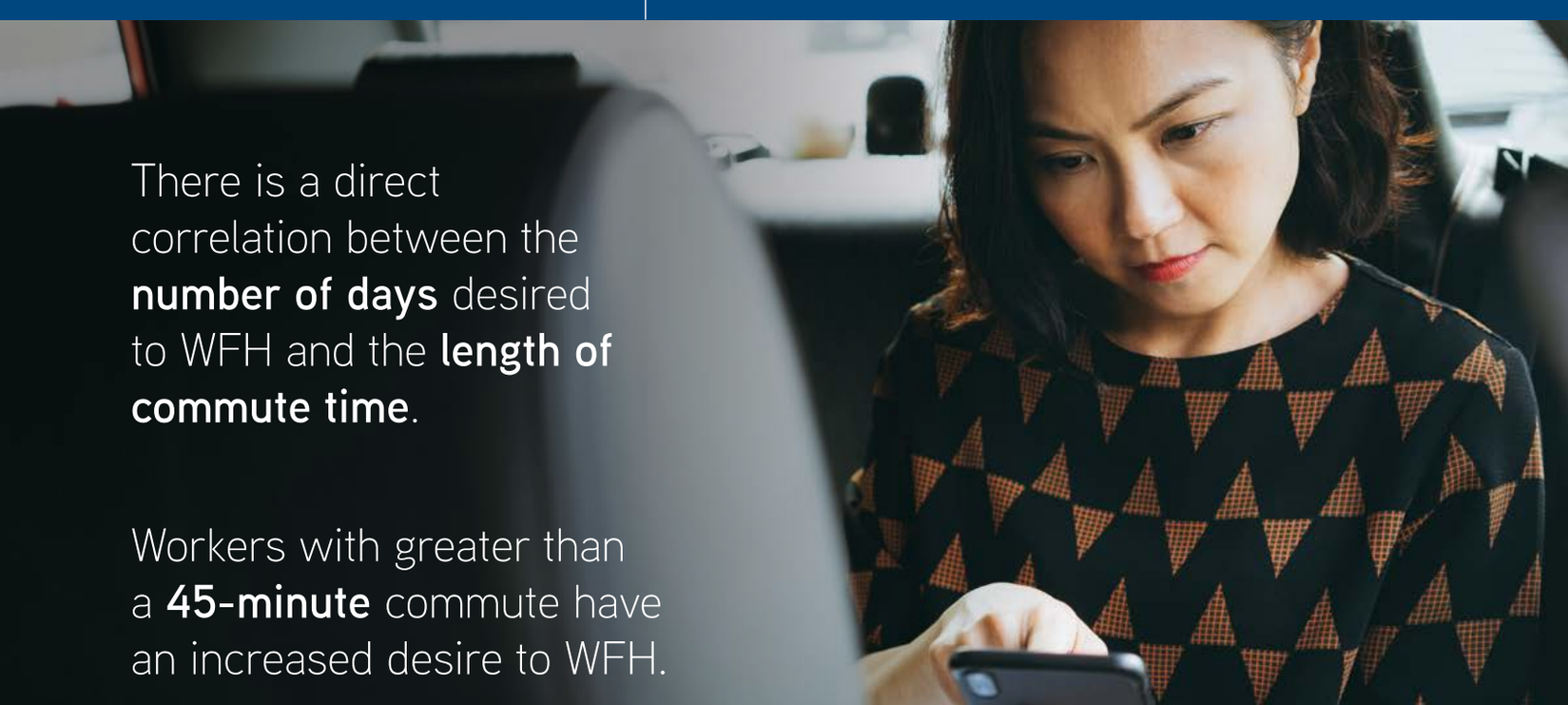


Desire

People's desire to continue WFH has doubled since the spring.

- Most of the time - 4+ days per week
- Frequently - 2-3 days per week
- Occasionally - 1 day per week
- Never

67% reported they would like to WFH more than two days a week now, compared to only **34%** in the spring.



There is a direct correlation between the **number of days** desired to WFH and the **length of commute time**.

Workers with greater than a **45-minute** commute have an increased desire to WFH.

Shaping The Future

People have expectations about returning to the office.

Top five aspects most important for a return to the office:

1. Ability to choose if/when they go into the office
2. Cleanliness
3. Ability to meet safely with colleagues
4. A clear understanding of COVID-19 response plan
5. Colleagues observing new protocols

4 Takeways: Redefining the Post-COVID-19 Workplace

Here are recommendations to build your future workplace to accommodate your people's desire for choice and flexibility.

1 Leverage choice and flexibility to attract talent.

People want to choose where they live and work – more than 20% currently living in urban areas plan to relocate as a result of COVID-19.

2 Provide alternative working solutions.

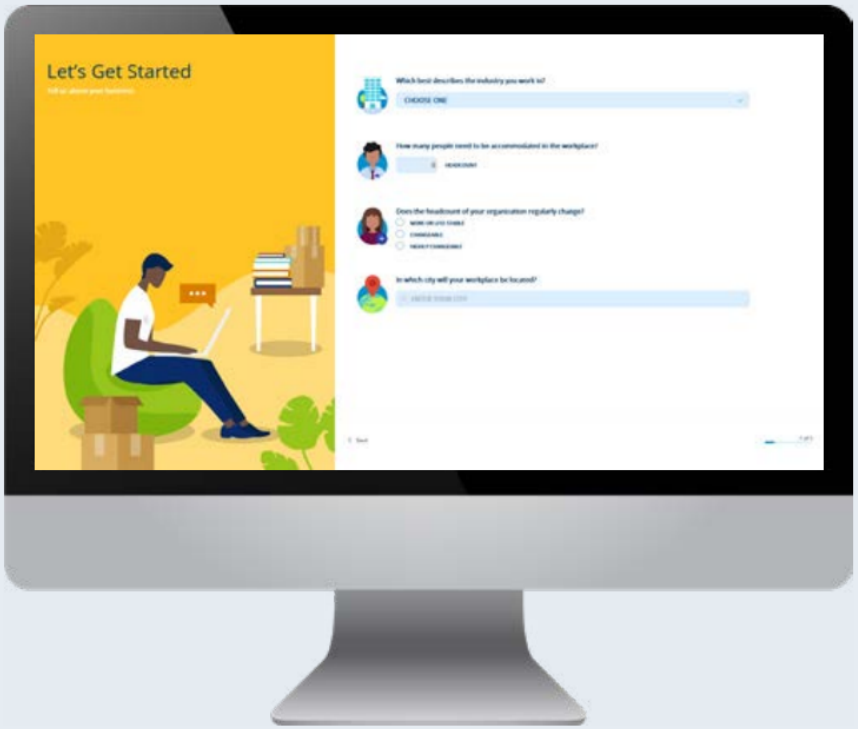
People want to be provided options on where they work. About 65% of young workers (ages 20-30) are interested working in flexible workspaces at least some of the time.

3 Adopt and foster new ways of working (championed by leaders).

Create a culture based on trust, establish new norms and align policies with work processes.

4 Rethink what the workplace can be.

Build community and collaboration! Integrate the digital and physical work experiences and right-size the workplace by aligning portfolio strategy.



How can workplace strategy shape your business?

Explore your ideal work environment with our technology app.

Workplace Expert Tool

> Access Here

Designed to help you take the first steps in shaping your future workplace strategy.

Source: The Next Work Experience Survey, Colliers' Global Workplace Advisory Team, September 2020

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